

SHERIFF DISPATCHER I

DEFINITION

Under general supervision, to learn to dispatch and receive emergency and non emergency radio transmissions, maintaining field communications during incidents, providing officer safety for deputies, investigations, administration, corrections, SWAT, search & rescue, fire. Dispatch has the responsibility to monitor the activities of deputies or other department personnel. Responsible for the only County PSAP (public safety answering point E-9-1-1), all E 9-1-1 calls with the exception of cellular 911's are answered by dispatch. It is the responsibility of dispatch to determine the type of call, from hysterical callers, and contact the emergency resource needed. Dispatch is responsible to answer five 911 emergency phone lines, three emergency phone lines, and one inter-department phone line.

DISTINGUISHING CHARACTERISTICS

This is the entry and first working level classification in the specialized class series for positions which have the responsibility for dispatching and maintaining field communications with public safety personnel. Incumbents also process warrants and perform a wide range of office support responsibilities. Sheriff Dispatcher I's perform many assignments in a training and learning capacity. When sufficient experience has been obtained and incumbents demonstrate good work habits and reliability, they may reasonably expect promotion to Sheriff Dispatcher II.

REPORTS TO

Communications Supervisor.

CLASSIFICATIONS DIRECTLY SUPERVISED

None.

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EXAMPLES OF DUTIES

- Answers the telephone, receiving and classifying incoming calls.
- Learns and exercises basic responsibility in determining priority of response and dispatching public safety units, according to availability, assigned geographic area, and location.
- Learns and dispatches Sheriff, Emergency Medical, Fire, Search & Rescue, Swat, and other Public Safety Personnel to routine and emergency calls as required.
- Maintains field communications during emergencies and incidents.
- Transfers emergency calls to other agencies as warranted.
- Enters and clears information on the CLETS system to assist field personnel with calls.
- Sends warrant abstracts to other law enforcement agencies.
- Performs warrant and records checks.
- Updates daily dispatching logs.
- Enters stolen property, repossessed property, and abandoned vehicle information into the teletype system.
- Maintains and updates data on business addresses and phone numbers.
- Searches master recordings for needed information.
- Processes warrants.
- Performs a wide variety of office support assignments.
- Operates office equipment and computers.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; speak clearly, normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; use of radio, computers, copiers and fax.

TYPICAL WORKING CONDITIONS

Locked in a secured dispatch center for ten-hour shifts. Meals are taken while working; there is no public contact and limited staff contact. Breaks are taken when a deputy is available to relieve dispatch, however, dispatch cannot leave the building during a shift and be available to return to their workstation if called during a break.

DESIRABLE QUALIFICATIONS

Knowledge of:

- The general geography of Plumas County.
- Modern office methods and procedures.
- English usage, spelling, grammar and punctuation.

Ability to:

- Type at a speed necessary for successful job performance.
- Learn to operate radio communications and teletype equipment.
- Use sound judgment in dispatching personnel and equipment.
- Think clearly and act calmly in emergency situations.
- Tolerate abusive or threatening language from irate callers and elicit information from such callers.
- Make immediate decisions that may affect a life.
- Remain emotionally detached in order to respond to situations in a positive manner.
- Work under pressure exercise good judgment and make sound decisions in emergency situations.
- Work weekends, holidays, overtime and rotating shifts.
- Read, analyze and interpret laws, codes, rules and regulations.
- Establish and maintain cooperative relationship with those contacted during the course of work.
- Understand and follow oral and written instructions

Training and Experience: Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Previous experience in a public contact position is highly desirable.

Special Requirement:

Must possess a valid driver's license at the time of application and a valid California Drivers License by the time of appointment. The valid California License must be maintained throughout employment.